

What is claimed is:

1. A method for managing calls comprising the steps of:
  - receiving a call;
  - queuing the call on a queue;
  - suspending the call at a predetermined position on the queue in response to caller input; and
  - sequencing the queue while maintaining the position of the call at the predetermined position on the queue.
2. The method of claim 1 wherein the predetermined position is a current position.
3. The method of claim 1 wherein the predetermined position is a top position.
4. The method of claim 1 further comprising providing an estimated wait time, said estimated wait time being an estimate of the wait time until the call is answered.
5. The method of claim 4 wherein providing the estimated wait time is based on caller input.
6. The method of claim 1 further comprising providing queue length information, the queue length being the number of calls in the queue ahead of said call.
7. The method of claim 6 wherein providing the queue length information is based on caller input.
8. The method of claim 1 further comprising providing a selection of communication mechanisms.
9. The method of claim 8 wherein the communication mechanism is selected from the group consisting of voice-mail, e-mail, page and fax.

10. The method of claim 9 further comprising one of recording voice-mail, receiving e-mail, receiving a page or receiving a fax in response to a request for a change in the communication mechanism.

11. The method of claim 1 further comprising changing wait time.

12. The method of claim 11 wherein changing wait time is based on caller input.

13. The method of claim 1 further comprising setting a wait time limit, said wait time limit being a maximum desired wait time.

14. The method of claim 13 wherein setting the wait time limit is based on caller input.

15. The method of claim 13 further comprising transmitting a query to the caller if the call is not answered within the wait time limit.

16. The method of claim 1 further comprising receiving callback information from the caller.

17. The method of claim 16 wherein the callback information comprises one of a phone number or available times to call.

18. The method of claim 1 wherein said suspending is maintained for a predetermined period of time.

19. The method of claim 18 wherein the predetermined period of time is based on caller input.

20. The method of claim 1 further comprising advancing the call in the queue after said suspending and said sequencing steps.
21. The method of claim 20 wherein said advancing is based on caller input.
22. The method of claim 20 wherein the advancing of the call in the queue starts at the predetermined position.
23. The method of claim 1 wherein the call is placed via a computer.
24. The method of claim 23 wherein the call is Voice-over-IP (VoIP).
25. The method of claim 1 wherein the call is a telephone call placed via a Public Switched Telephone Network (PSTN).
26. The method of claim 1 wherein suspending the call allows a predetermined number of calls to bypass the call.